



## **Family Survey of Health Plans Report**

# Meeting Families' Needs

*What families think about their children's health plan*

## About the Survey



The Healthy Families Program conducted a survey to assess families' satisfaction and experiences with their children's health plans. The

survey results provide you with additional information about your Healthy Families Program health plan choices. Some plans operate in one county, other plans operate in multiple counties.

An independent survey company was hired to do the survey and prepare this report. The survey was not sponsored or conducted by plans participating in the program. This report was developed based on feedback from families in the Healthy Families Program.

The survey was conducted in five languages—English, Spanish, Vietnamese, Korean and Chinese. Families were randomly selected to participate in the survey. Only those families with a child enrolled in the

program for at least six months were eligible to participate. Over 20,000 families were selected for the survey. Of those families surveyed, 65% responded. Responses received from families surveyed were kept confidential.

The survey was conducted by mail during the months of August through November 2000.

The survey asked families about their experiences with the health care their children received in the last six months. Specific questions were related to the ability to get care when they needed it, or if the office staff treated them with courtesy and respect. Families were also asked to rate their child's health care and health plan.

If you would like to share your thoughts on this report, please write to:

Healthy Families Program  
P.O. Box 2769  
Sacramento, CA 95812-2769

## How to Read the Graph

Percentage of families who gave the least positive answers to the survey questions. These answers are always at this end of the bar in gray.

Percentage of families who gave the in-between answers to the survey questions. These answers are always in the middle of the bar in white.

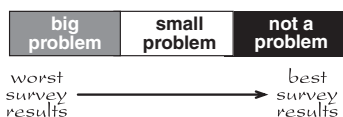
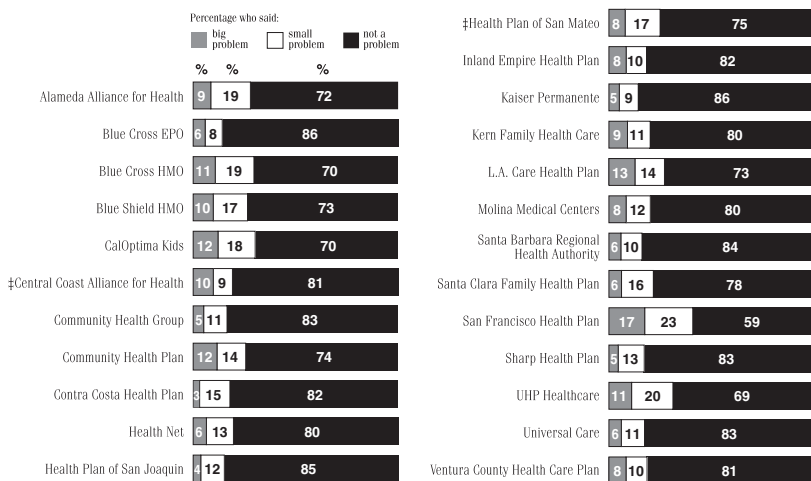
Percentage of families who gave the most positive answers to the survey questions. These answers are always at this end of the bar in black.



# Getting needed care for your child

This graph shows answers to 4 survey questions that asked families how much of a problem in the last 6 months, if any, it was to:

- Get a personal doctor or nurse for their child they were happy with
- Get a referral to a specialist that their child needed to see
- Get care for their child that they or their doctor believed necessary
- Get care approved by their child's health plan without delays



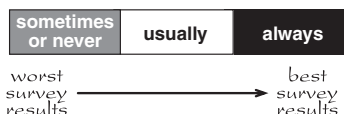
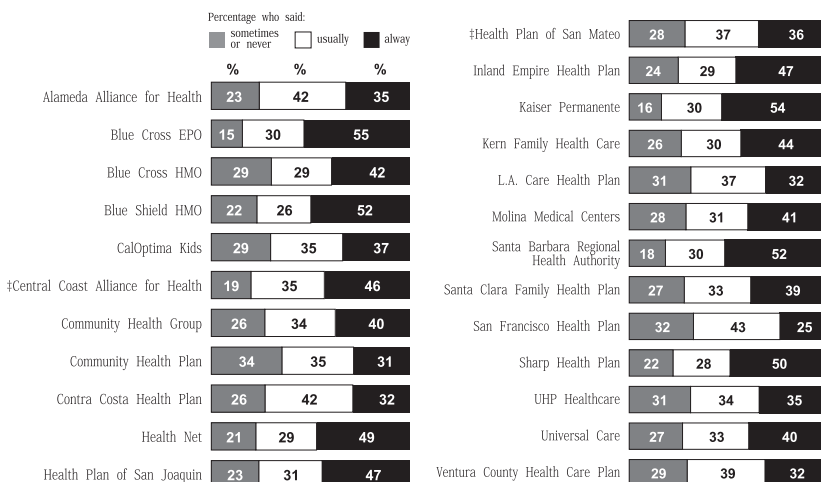
‡ The number of families in this health plan answering this set of questions was less than the recommended number of 100.

Blue Shield EPO and Care 1st were added to the Healthy Families Program on July 1, 2000 and are not included in this report. Subscribers enrolled in these plans were enrolled less than the six months required to participate in the survey.

# Getting care quickly for your child

This graph shows answers to 4 survey questions that asked families how often in the last 6 months did they:

- Get the help or advice they needed for their child when they called during regular office hours
- Get an appointment as soon as they wanted for their child for regular or routine health care
- Get care as soon as they wanted for their child for an illness or injury
- Wait less than 15 minutes past their child's appointment time to see the person their child went to see



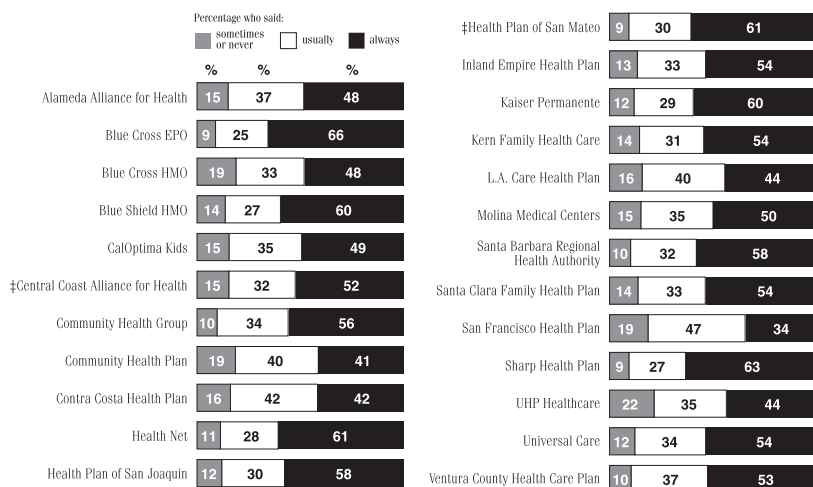
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# How well doctors communicate

This graph shows answers to 4 survey questions that asked families how often in the last 6 months their child's doctors or other health providers:

- Listened carefully to them
- Explained things in a way they could understand
- Showed respect for what they had to say
- Spent enough time with their child



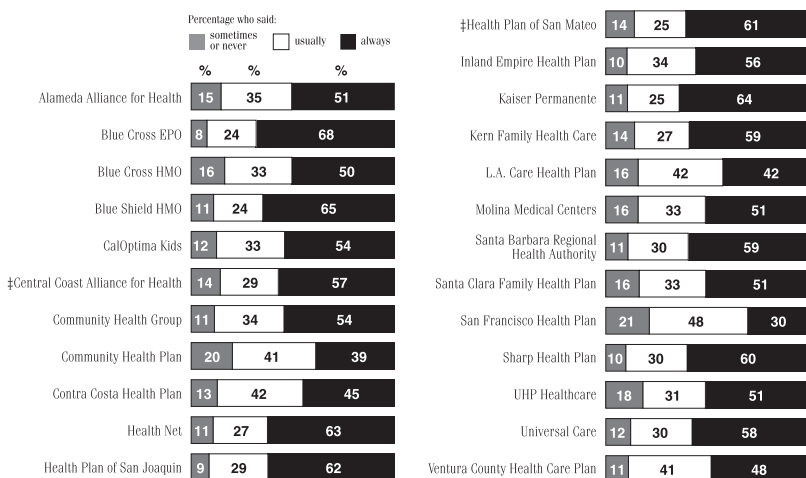
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# Courteous and helpful office staff

This graph shows answers to 2 survey questions that asked families how often in the last 6 months office staff at their child's doctor's office or clinic:

- Treated them and their child with courtesy and respect
- Were as helpful as they thought they should be

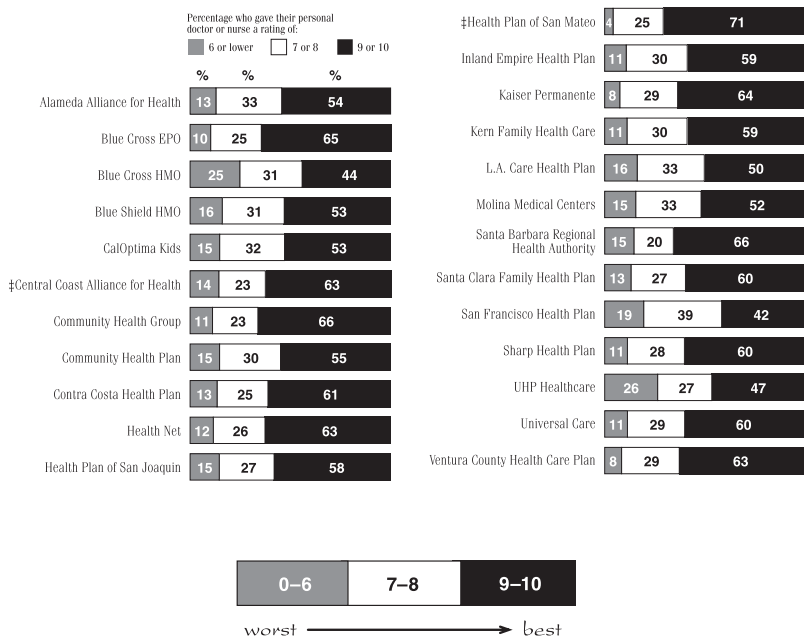


‡ The number of families in this health plan answering this set of questions was less than the recommended number of 100.

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# Personal doctor or nurse

This graph shows answers to a survey question that asked families in each plan to rate their child's personal doctor or nurse, on a scale of 0="worst personal doctor or nurse possible" to 10="best personal doctor or nurse possible" based on their experiences in the last 6 months.

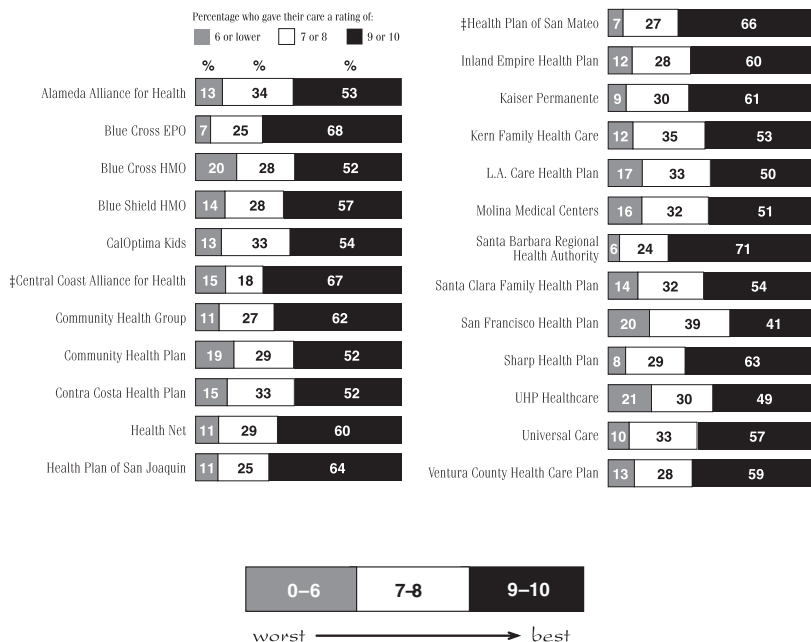


‡ The number of families in this health plan answering this set of questions was less than the recommended number of 100.

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# Health care

This graph shows answers to a survey question that asked families in each plan to rate their child's health care from all doctors and other health providers on a scale of 0="worst health care possible" to 10="best health care possible" based on their experiences in the last 6 months.



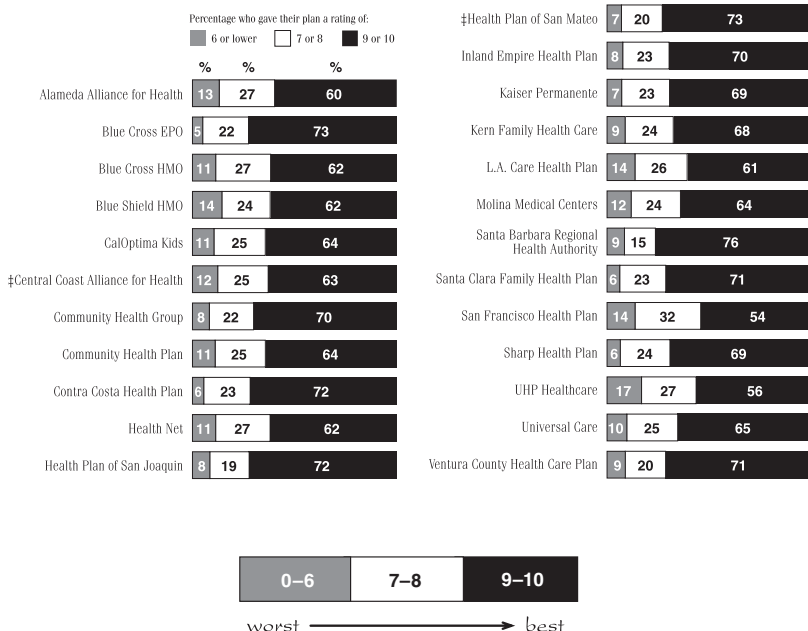
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# Health plan

This graph shows answers to a survey question that asked families in each plan to rate their child's health plan, on a scale of 0="worst health plan possible" to 10="best health plan possible" based on their experiences in the last 6 months.



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